

Title: Visitor Services Assistant

Status: Non-exempt, part time (15 hours per week), hours are generally 1 to 5 p.m., three days a week including Saturday rotation, with other occasional Saturdays and after hours, as needed

Reports to: Director of Education and Public Programs

The New Hampshire Historical Society seeks a part-time Visitor Services Assistant as the Society's primary point of contact with its members and the public, which includes monitoring the front desk of the Society's building and museum, managing admissions, answering the Society's main telephone line, and greeting visitors.

Scope of Work: Build relationships with members and visitors to the Society by providing information, service, and a positive experience to visitors and the public. Operate the Society's reception and admission desk promoting our onsite and online offerings and imparting the value of membership to the Society.

This position may be combined with the Museum Educator position.

Responsibilities:

- Greet and assist visitors
- Answer front desk telephone and direct calls
- Sell admissions, memberships, and store merchandise; perform daily opening, closing, and reporting procedures
- Encourage visitors to become members of the Society
- Monitor the back doorbell and unlock the door as appropriate
- Carry out the Society's security procedures for opening and closing the building and monitoring visitors
- Notify security and other staff of any security concerns
- Become familiar with emergency procedures
- Be familiar with the Society's mission, programs, and services
- Ensure that supplemental material for visitors (public program flyers, paper tours, kids activities) is available and up to date
- Stay up-to-date on the Society's news, activities, and offerings by reading the Society's printed and electronic publications and reviewing the website regularly
- Track visitor statistics in the monthly participation report
- Be familiar with the store inventory to answer inquiries and encourage sales
- Take store orders made by phone

- Maintain and update documents of front line and other front office procedures, including for the POS
- Keep reception area clean and tidy
- Work evening or additional weekday hours for special events
- Other duties as assigned

Minimum Qualifications:

- Bachelor's degree
- Able to maintain focus despite distractions and interruptions
- Excellent customer service, organizational, and communications skills, and ability to work with the public, volunteers, members, donors, and colleagues
- Capacity to manage multiple priorities, meet deadlines, and work with accuracy
- Strong communication skills and willingness to work with a range of age groups and abilities
- Reliability, flexibility, and a high-energy level
- Enthusiasm for working collaboratively in a team environment
- Solid knowledge of Microsoft office package including Word, Excel, PowerPoint, and Outlook
- All New Hampshire Historical Society staff are required to be fully vaccinated against Covid-19
- Sunny disposition and positive attitude with visitors and colleagues

About the New Hampshire Historical Society

Founded in 1823, the New Hampshire Historical Society is the fifth-oldest historical society in the nation and one of New Hampshire's leading cultural organizations. It is the only institution devoted to saving, preserving, and sharing all aspects of New Hampshire's history.

The Society has saved and preserved the most extensive collection of objects, archives, books, and research resources related to New Hampshire history that can be found anywhere.

Headquartered in the state's capital city, the Society uses its vast resources to serve thousands of adults and children each year through its library, museum, website, publications, exhibitions, public programs, and youth and school educational programs. In recent years the Society has undertaken major initiatives to serve more people and expand access in three focus areas: increased public programming; accelerated digitization of the collections and expanded access through an integrated online collections catalog; and increased support of New Hampshire social studies teachers and education.

The Society's key priority programmatic and organizational goals are: to enhance the lives of residents and visitors by fostering a greater appreciation of our common history and culture; to improve the quality of history, civics, and social studies education statewide; and to continue to strengthen the organization's financial sustainability.

The New Hampshire Historical Society is an independent nonprofit organization that receives no financial support from state government. It is financially strong and has a growing statewide membership. The Society is governed by a member board of trustees and managed by a professional staff assisted by volunteers. For more information, visit nhhistory.org.

How to Apply

To apply, please send a letter of interest and resume or cv as a single PDF file to Jenn Walton, Assistant Director of Education and Public Programs, at jwalton@nhhistory.org. Subject line of the email should read: "Visitor Services [Your Last Name]."